

President's Report 2025-26

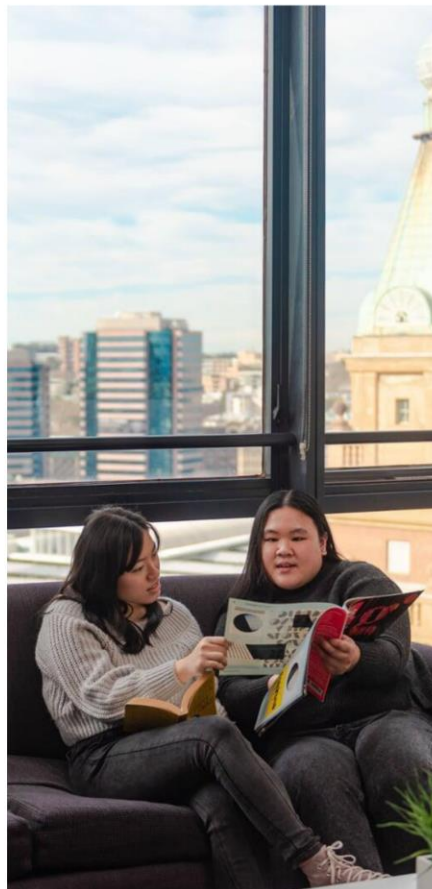


Photo credit from left top down: Scape University of Sydney, NSW NPAS-Accredited Property. Scape La Trobe, VIC NPAS-Accredited Property. UTS Housing, NSW NPAS-Accredited Property. UniLodge Park Avenue, QLD NPAS-Accredited Property

SAA PRESIDENT WELCOME

Another twelve months has flown by and the Student Accommodation Association continues to go from strength to strength.

The NPAS-accredited property portfolio has grown to 48 properties nationally, accounting for over 25,000 beds across the country. We currently have a 100% renewal rate among executive members who have chosen to renew their NPAS property accreditation for a new term.

Our non-executive membership increased during the 25/26 membership term as SAA's profile across the education ecosystem continues to grow. Non-executive membership offers participants in the education sector the opportunity to stay closely aligned with quality student accommodation providers and establish communication channels with our executive members.

There were some distinct changes to our approach to delivering our Industry Lunch program this term. With access to a larger NPAS-accredited property portfolio, the SAA National Committee was able to sit back and let members share their NPAS experience, enabling the sector to hear firsthand about the benefits of engaging with the process.

Our strategy was supported further by our investment in the creation of digital assets featuring members telling their stories, which have been utilised in social media campaigns.

Other investments this year include the introduction of a new website and the transfer to a sophisticated CRM platform which not only enhances member security but enables SAA HQ to communicate more effectively with members, sponsors, and to respond to general enquiries.

The SAA National Committee continues to encourage nominated representatives of SAA executive members to consider expressing interest in a position on the National Committee. If you like the work SAA is doing and want to be involved, I encourage you to express your interest through SAA HQ.

Now that the student accommodation sector and governments of all persuasions have embraced NPAS, the focus for the 26/27 membership term is to ensure Australian universities and other education providers across the country adopt the NPAS message and actively promote it to ensure students are able to make an informed accommodation choice.

Finally, I would like to express my gratitude to our members and sponsors for their continued support and acknowledge the tireless effort of the SAA National Committee, Olena (MemberBoat) and Karen (KBK Connection), who collaboratively deliver administrative and member/sponsorship services as SAA HQ. We couldn't do it without you.

Geoff Denison,
President

EXECUTIVE MEMBERS

- Adelaide University (University of South Australia and The University of Adelaide before January 2026) – SA/NT
- Aquinas College Incorporated, SA/NT
- Campus Living Villages – NSW/ACT, QLD, SA/NT, VIC/TAS, WA
- Capital Student Stays – SA/NT
- Dwell Student Living – SA/NT, VIC/TAS
- Flinders University – SA/NT
- Lincoln College, Incorporated – SA/NT
- Robert Menzies College – NSW/ACT
- Scape Australia – NSW/ACT, QLD, SA/NT, VIC/TAS
- St. Ann's College Incorporated – SA/NT
- St. Mark's College, Incorporated – SA/NT
- Student One Pty. Ltd. – QLD
- Student Rooms Pty. Ltd – SA/NT
- The University of Sydney – NSW/ACT
- Trinity College | University of Melbourne – VIC/TAS
- UniLodge Australia Pty Ltd – NSW/ACT, QLD, SA/NT, VIC/TAS, WA
- University of Technology Sydney – NSW/ACT
- University of the Sunshine Coast – QLD
- University of Wollongong – NSW/ACT
- Varsity Apartments SC Pty Ltd – QLD
- Y Suites – NSW/ACT, QLD, SA/NT, VIC/TAS
- Yugo – SA/NT, VIC/TAS, WA

NON-EXECUTIVE MEMBERS

- AEDA City of Adelaide
- Awehome
- Belong Here Pty Ltd
- Constant Security Services
- Inndeavor Pty Ltd
- SiLANT
- StarRez
- Study Adelaide
- Study Cairns
- Study NSW
- Study Melbourne
- Study Queensland
- The Switch
- Urbis Pty Ltd

CORPORATE SUPPORTERS AND SPONSORS:

SAA would like to thank the following Sponsors for their ongoing support.

CONSTANT

Constant has partnered with student accommodation services for over ten years to build safe, secure and supportive environments for students across Australia.

[Learn more about Constant](#)



StarRez is the leading provider of housing accommodation automation software solutions on the market.

[Learn more about StarRez](#)



Study NSW was established to grow the international education sector by attracting students to NSW and enhancing the quality of their experience.

[Learn more about StudyNSW](#)



SiLANT is a major supplier of integrated network systems and technologies for Hotels, Student accommodation, and the Living Sector.

[Learn more about SiLANT](#)

SAA MEMBER REPRESENTATION AND ACTIVITY 2025-26:

SAA TAKING PART IN THE 2026 NEAS CONFERENCE – MAY 2026

The Student Accommodation Association was pleased to take part in the 2026 NEAS Conference in Melbourne in May, contributing to important national discussions around student accommodation quality, standards and sector collaboration. SAA President **Geoff Denison** and National Committee Member **Prof. Kent Anderson** represented the Association across two panel sessions at the Melbourne Cricket Ground.

The first panel, *International Student Accommodation: Trends, Challenges and the Path Forward*, brought together sector leaders, including **Adam Kilburn** (CEO, NEAS) and **Nate Henderson** (Associate Director, Study NSW), to examine the current student accommodation landscape. The discussion explored the policy settings that have shaped the sector, alongside the opportunities and challenges influencing access, quality and future growth. SAA also presented *SAA Quality Through NPAS*, highlighting the role of the National Property Accreditation Scheme (NPAS) in supporting high standards across professionally managed student accommodation. As an industry-led program owned and administered by SAA, NPAS helps education stakeholders identify and promote accommodation providers committed to quality, safety and student wellbeing.

SAA's participation reinforced a clear message: access to quality student accommodation remains central to the international student experience, and sector-wide collaboration is key to ensuring strong outcomes for students and providers alike.

SAA MEMBERS STRENGTHEN INDUSTRY CONNECTIONS AT STUDYADELAIDE GLOBAL AGENT FAMIL – MARCH 2026

In March 2026, SAA members were invited to participate in the Access Adelaide Exhibition as part of StudyAdelaide's Global Agent Famil program, held at SkyCity Adelaide on 16 March.

The event brought together education agents from key source markets including China, India, Sri Lanka, the Philippines, and Vietnam, giving SAA members a direct opportunity to showcase their accommodation offerings to agents who play a significant role in guiding students' housing decisions.

SAA was pleased to extend this invitation to executive members on behalf of StudyAdelaide, and the event provided a valuable platform to build relationships with international agents, share information about their properties, and strengthen their presence in these markets.

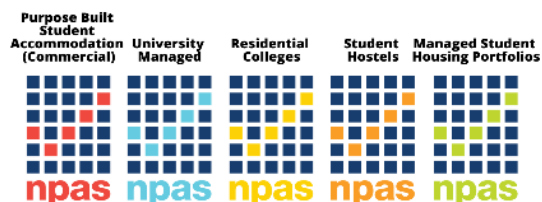
The event continued to reflect the growing recognition of SAA members and the NPAS-accredited property portfolio as important contributors to the international student experience and reinforced the ongoing partnership between SAA and StudyAdelaide in supporting students to find safe, accredited housing in South Australia.



NATIONAL PROPERTY ACCREDITATION SCHEME (NPAS)

The National Property Accreditation Scheme (NPAS) accredited portfolio has grown to 48 properties, currently representing a total of 25,876 beds.

Our congratulations are extended to the following NPAS-accredited properties:



Victoria



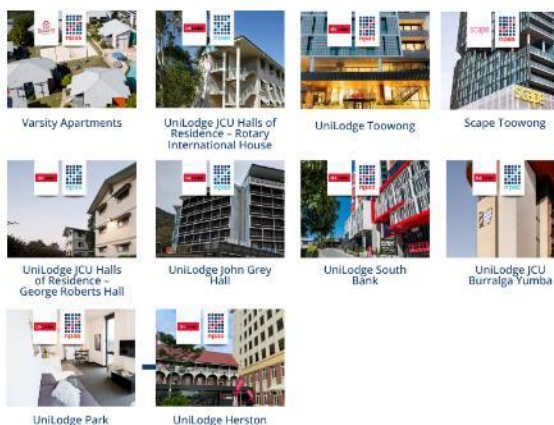
New South Wales



South Australia



Queensland



Western Australia



SAA encourages all NPAS-accredited providers to actively promote their NPAS stamp of quality in association with their accredited property. This includes use across digital and print channels, as well as on-site display through official wall decals. To support your promotional efforts, please contact SAA HQ to request your digital badge, wall decal and other approved marketing materials.

NATIONAL PROPERTY ACCREDITATION SCHEME (NPAS): A WORD FROM OUR MEMBERS



npas

"NPAS Accreditation reflects the high standards of accommodation and the safe, supportive environment we create every day, giving students and their families confidence in 24-hour support and a strong sense of community."

Claire Liao
General Manager Portfolio, SA



UniLodge Metro Adelaide



npas

UniLodge Park Avenue

"I am proud to have UniLodge Park Avenue recognised under the National Property Accreditation Scheme by the Student Accommodation Association – an industry-led benchmark that reflects our commitment to safety, wellbeing, professional management and delivering a consistently high standard of student living experience."

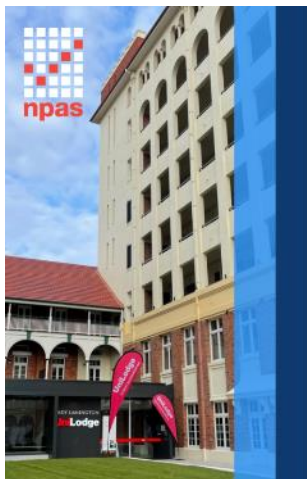
Kanav Sharda
General Manager,
UniLodge Park Avenue




npas

"UniLodge Herston applied to have NPAS as a stamp of quality alongside the other already accredited properties in Queensland. UniLodge always have the bar set high to ensure the students experience is memorable with a focus on safety and wellbeing. The accreditation means UniLodge Herston is being operated to the set industry led minimum standards exclusive to students. We are proud to have this accreditation on all our online platforms and onsite."

Robin Clements
Property Manager, UniLodge Herston



UniLodge Herston



npas

"We're proud to have achieved the NPAS accreditation for Y Suites on Margaret in Sydney, a recognition of our commitment to exceptional service and quality standards. Our goal has always been to create a safe, inclusive, and connected environment where students from around the world feel at home – and where parents can have a peace of mind."

"At Y Suites on Margaret, we'll continue to uphold and build upon these standards in everything we do."

Queenie Ng
Property Manager Operations, Y Suites



Y SUITES




npas

UniLodge understands that our residents are seeking a home away from home. Having our PBSA properties certified for NPAS shows our commitment to providing a student lifestyle complete with quality amenities and assistance programs.

An NPAS certification is an easy way to show students that we comply with the minimum requirements set by the industry, and exceed their expectations once they walk in the door.

Matt Hogan
Health, Safety, Environmental Sustainability, and Quality Manager, UniLodge Living Group



UniLodge



npas

"At Dwell, our residents' wellbeing and experience are always at the heart of what we do. Achieving NPAS accreditation is a reflection of the high standards and practices we already uphold across our operations."

"This certification provides assurance to our students, their families, and our partners that our Adelaide property is managed with the utmost care, safety, and professionalism. It also inspires us to maintain these standards and continually strive to improve, ensuring every resident feels supported, valued, and truly at home."

Gregory Vaughton
Senior Accommodation Manager,
Dwell Student Living



dwell
Student Living®

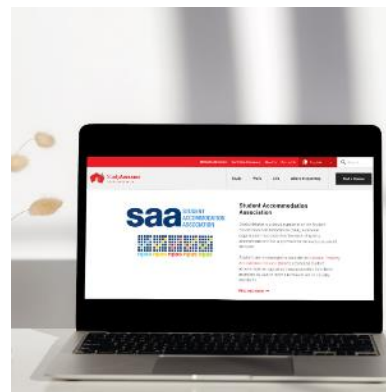
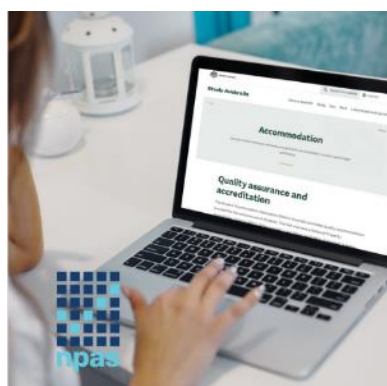


NATIONAL PROPERTY ACCREDITATION SCHEME (NPAS): INDUSTRY SUPPORT

SAA is grateful for the continuous support from study partners and thanks **Study Australia**, **Study Adelaide**, **Study NSW**, **Study Melbourne** and **Study Queensland** for actively sharing information on their websites and supporting the NPAS portfolio and Australia's accommodation message for the future.

Read more:

- [Study Australia](#)
- [Study Adelaide](#)
- [Study NSW](#)
- [Study Melbourne](#)

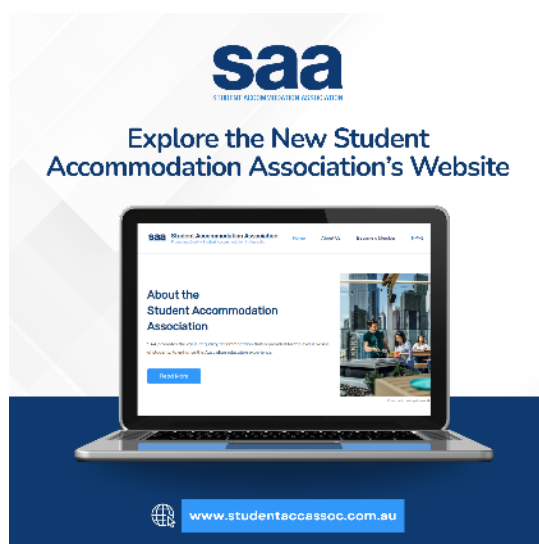


SAA OTHER UPDATES

NEW SAA WEBSITE

SAA launched a new website in November 2025, providing a more contemporary platform for connecting and informing Australia's purpose-built student accommodation community. A deliberate feature of the new site is the use of imagery from NPAS-accredited properties, putting the work of SAA members front and centre and reflecting the quality of accommodation across the portfolio.

The site brings together information for education providers, accommodation operators and government stakeholders, and continues to serve as a central resource for those engaged in the student accommodation sector.



SAA INDUSTRY EVENTS

SAA INDUSTRY LUNCH IN VICTORIA JUNE 2025

SAA held an industry lunch in Melbourne in June 2025, bringing together leaders from the student accommodation, education and government sectors. The event provided an important platform for collaboration and discussion around the shared goal of enhancing the international student experience through high-quality accommodation and support services.

Guests heard keynote presentations from **Tim Glass**, State Manager, Victoria at Scape Australia, who shared how NPAS accreditation has strengthened brand trust and enhanced the student experience. Scape's journey demonstrated how aligning with a national quality framework can deliver meaningful, long-term benefits for both students and accommodation providers.

Amanda Castray, Pro Vice-Chancellor Campus Life at the University of Tasmania, reflected on the vital role student accommodation plays in supporting student wellbeing, connection, and success. Her insights highlighted the importance of creating environments where students feel safe, supported, and part of a broader community.

The panel discussion, facilitated by **Robert Chasse**, Scape and SAA Committee Member, explored whether the broader education ecosystem fully recognises the value of the residential experience. Contributions from the speakers and SAA President **Geoff Denison** reinforced the idea that quality accommodation is far more than simply a place to live. It is a critical contributor to student belonging, engagement, and success.



SAA INDUSTRY EVENTS

SAA INDUSTRY LUNCH IN QUEENSLAND OCTOBER 2025

SAA National Committee held an Industry Lunch in Brisbane, with leaders from across Queensland's student accommodation, education and government sectors.

The event was expertly facilitated by SAA's National Committee member, **Tim Klitscher**, and featured three keynote presentations covering some of the most pressing issues facing the sector.

Alex Elibank Murray, Pro Vice Chancellor (Global and Engagement) at the University of the Sunshine Coast, spoke to the practical implications of the National Code reforms on Gender-Based Violence, exploring how universities are embedding the new requirements into campus life and what that means for student safety and wellbeing.

Toni Brownie, General Manager at Study Queensland, provided an inside look at Queensland's International Education and Training Strategy refresh, outlining the priorities shaping the state's approach to sustainable growth and what the changes mean for institutions, accommodation providers and industry partners.

Kevin Schefe, National Sales Manager at Allianz Partners, shared key findings from a national International Student Health Survey, offering valuable insights into the trends and challenges affecting student wellbeing across Australia.

A panel discussion facilitated by **Tim Klitscher** brought all three speakers together to explore how greater collaboration across government, education and accommodation can help deliver compliance, capacity and a better student experience.



SAA INDUSTRY EVENTS

SAA INDUSTRY LUNCH IN NEW SOUTH WALES APRIL 2026

SAA, in collaboration with the Event Sponsor Study NSW, held an Industry Lunch at NSW Parliament House in April, to explore how high standards in accommodation are shaping the international student experience in NSW.

The event also featured a free NPAS Information Session ahead of lunch, offering providers a practical introduction to the National Property Accreditation Scheme and how accredited accommodation supports student safety, experience and confidence in global markets.

Three keynote presentations set the scene for a rich afternoon of discussion. **Nate Henderson**, Associate Director at Study NSW, outlined the NSW Government's thinking on sustainable growth in student numbers and the role quality standards and regulatory settings play in balancing enrolment growth, student wellbeing and housing pressures across the state.

Iori Forsyth, Senior Associate at Study NSW, presented findings from the latest Student Sentiment Survey, with a focus on the role accommodation plays in shaping the international student experience. The survey confirmed that access to accommodation remains high on the priority list for international students considering NSW as a study destination.

Geoff Denison and **Rebecca Bendall** from SAA explored the implications of minimum standards in student accommodation, unpacking why they matter for student safety and wellbeing and what they mean for providers navigating an evolving regulatory landscape.

A panel discussion facilitated by **Prof Kent Anderson** brought together **Nate Henderson**, **Matthew Bowerman** (Housing Manager, University of Technology Sydney), **Weihong Liang** (President, International Students Representative Council Australia) and **Rebecca Bendall** to discuss how quality standards in student accommodation can enhance student experience and safety.

A sincere thank you to our Event Partner Study NSW for making this event possible.



SAA INDUSTRY EVENTS

SAA INDUSTRY LUNCH IN SOUTH AUSTRALIA MAY 2026

SAA held an Industry Lunch in Adelaide at Crowne Plaza Adelaide, drawing leaders from across the student accommodation, education, and government sectors to consider the role quality accommodation plays in student wellbeing, city vibrancy and the long-term health of the sector.

Dominic Pangallo, Property Investment Advisor at the Adelaide Economic Development Agency, offered a city-level perspective on the role students play in shaping a connected, vibrant Adelaide, and why quality student accommodation is central to attracting talent and strengthening the city's position as a global education destination.

Prof Kent Anderson, SAA National Committee Member, spoke to the evolving policy and regulatory landscape shaping international education, including the expectations now placed on education providers and accommodation partners under the National Code reforms, and the role both play in supporting student success and sustainable sector growth.

Cam Bestwick, Director of Swick Learning, explored what the evidence tells us about building meaningful student communities, challenging providers to think beyond the physical offer and focus on the factors that genuinely drive student belonging, satisfaction, and retention.

A panel discussion facilitated by Robert Chasse brought these themes together, with **Denise von Wald FAICD**, **Dominic Pangallo**, **Cam Bestwick** and **Prof Kent Anderson** exploring the intersection of quality, community and growth in Adelaide's student accommodation sector.



SAA INDUSTRY EVENTS

WEBINAR: FUTURE-PROOFING STUDENT LIVING WITH STARREZ – DECEMBER 2025

SAA partnered with StarRez to deliver the webinar *Future-Proofing Student Living: 2025 Housing Trends Shaping APAC Accommodation Teams*, presented by SAA President **Geoff Denison** alongside **Victoria Londerholm**, Director of Content and Creative Marketing at StarRez. The webinar had 73 registrations and 40 live attendees.

The session explored the key forces shaping student accommodation across the APAC region, covering what students now expect around privacy, wellbeing and inclusivity, how accommodation teams are managing staffing pressures, the growing role of automation and digital tools in improving both student and staff experiences and emerging trends in off-campus housing and international student support.

The webinar continued SAA's ongoing partnership with StarRez and offered members and sector stakeholders practical, APAC-focused insights to help strengthen student outcomes and operational resilience heading into 2026.

WEBINAR: THE STUDENT EXPERIENCE STANDARD: SAFE, CONNECTED, SUPPORTED – MAY 2026

SAA hosted a webinar along with industry partners to explore what quality student living looks like in 2026 and the role technology, security and connectivity play in shaping the resident experience. The webinar had 78 registrations and 38 live attendees.

The session featured four speakers covering complementary aspects of the student accommodation experience. **James Cocovski** from StarRez walked through how smart use of data and student management systems can help accommodation teams build a clearer picture of residents, anticipate needs and improve satisfaction. **Jenna White** from Constant addressed the topic of safety, making the case that meaningful security goes beyond having systems in place and is fundamentally about how students feel in their environment day to day. **Eoin Ryan** from SiLANT covered connectivity, arguing that reliable internet infrastructure should be treated as essential rather than optional, and exploring how strong connectivity underpins academic performance, wellbeing and overall resident satisfaction.

Bringing the session together, **Prof Kent Anderson** from SAA outlined how NPAS connects these elements into a clear and credible standard for the sector, covering what the scheme looks for across operations, safety and infrastructure, why it matters to universities and partners, and how accreditation reflects a genuine commitment to quality and continuous improvement.

PARTNERSHIPS TO RAISE THE PROFILE OF SAA & NPAS

PUBLICATIONS: KOALA NEWS

SAA began a series of articles in partnership with Koala News, a publication that champions best practice in international education with a distinctly Australian voice and a proudly global outlook.

The first article in the series, *Raising the Bar: Why Student Accommodation Can't Be an Afterthought*, tackled a longstanding gap in the sector, the absence of a nationally consistent standard for defining and recognising quality student accommodation. The piece made the case that for international students, the experience of studying in Australia begins not in the lecture theatre but at the front door of their housing, and that NPAS provides the framework the sector has needed to bring clarity, consistency and confidence to accommodation decisions across the ecosystem.

The partnership with Koala News offers SAA a well-regarded platform to reach education agents, institutions and sector stakeholders with practical, advocacy-focused content that puts student outcomes at the centre.



VIDEO PRODUCTION: ONIX PRODUCTIONS

SAA has partnered with Onix Productions on a video content project that will support the association's communications and advocacy work well into the coming year.

Rather than a single production, the project is designed to build a structured library of video content captured at the SAA Industry Lunch at Parliament House NSW. With accommodation providers, university representatives, corporate sponsors and sector leaders gathered in one place, the event offered a rare opportunity to record meaningful industry perspectives that would otherwise take considerable time and effort to bring together.

Content captured at the event will be professionally produced and formatted for use across LinkedIn, newsletters, the SAA website, stakeholder communications, sponsor engagement and industry advocacy. The aim is for the material to continue supporting SAA's messaging for 12 to 18 months following production.

The project will also give SAA the opportunity to refresh existing video assets with new voices and updated perspectives, keeping the association's content current and representative of where the industry is today.



SAA NATIONAL COMMITTEE

SAA continues to be driven by the dedication, experience and expertise of our National Committee. These individuals generously contribute their time, experience, and insights to ensure the association remains responsive to member needs and focused on our shared mission to define standards in student accommodation across Australia.

In this term, we were pleased to announce the appointment of **Prof. Kent Anderson** to the SAA National Committee. Prof. Anderson brings a wealth of knowledge and leadership experience to the Committee, with a distinguished career spanning academia, law, government and international education. As a lawyer with a focus on the Asia-Pacific region, Kent has held senior executive positions at four Australian universities, most recently serving as Deputy Vice Chancellor at the University of Newcastle. Kent's extensive experience and deep understanding of both domestic and international education landscapes have been invaluable as the SAA continues to advance its mission of supporting quality student accommodation across Australia.

In addition, we welcomed **Tim Klitscher** to the National Committee. Tim brings more than 25 years of international leadership experience across the hospitality and student accommodation sectors, with a career spanning Australia, the Middle East, Africa, the UK, Japan, China, and the UAE. For the past decade, he has focused specifically on student accommodation and currently serves as Senior Vice President Operations APAC & UAE at Yugo Australia. His background across operations, asset management, stakeholder relations and strategic growth has made him a strong addition to the Committee as SAA continues to advance sector-wide standards and advocacy.

And lastly, we welcomed **Eloise Gilbert** as a new Committee Member, who took the role of Treasurer. Eloise has worked with UniLodge for over 14 years, progressing from Front Office Reception roles to Regional General Manager. During this time, Eloise has worked across multiple states, teams and student accommodation operations, gaining broad experience in the sector. Eloise works collaboratively with all stakeholders and is focused on supporting and innovating with teams.

Sincere thanks go to the SAA National Committee members who continue to give their time and expertise to the association: **Alex Elibank Murray**, **Craig Carracher AM**, **Rebecca Bendall** and **Ron de Haan**. Their continued commitment to the association's strategic direction has helped maintain a strong and stable governance foundation for SAA members.

We also take a moment to bid farewell to our valued member of the SAA National Committee, **Matt Row**, for his long-standing dedication to the association. The SAA extends its sincere appreciation for Matt's outstanding contributions.

We also acknowledge the important contribution of SAA HQ, led by **Olena Lima** of MemberBoat, who manages the association's administrative operations and keeps members and sponsors informed, engaged and supported throughout the year. Thanks also to **Karen Goodall** (KBK Connection) for her ongoing assistance with SAA events, government submissions and projects. Together, the efforts of our committee and contributors strengthen SAA's ability to advocate for best practice, promote excellence in student accommodation, and support Australia's standing as a destination of choice for international students.

SAA National Committee would like to hear from student accommodation industry professionals seeking to become actively involved in the association's national agenda. Express your interest in joining the SAA National Committee by emailing admin@studentaccassoc.com.au.

2026-27 SAA National Committee Members



Geoff Denison
President
(SA)



Prof. Kent Anderson
Vice President
(ACT)



Alex Elibank Murray
Committee Member
(QLD)



Craig Carracher AM
Committee Member
(NSW)



Eloise Gilbert
Treasurer
(ACT)



Rebecca Bendall
Co-opted Committee
Member (SA)



Ron de Haan
Co-opted Committee
Member (NSW)



Tim Klitscher
Secretary
(QLD)

NATIONAL COMMITTEE SCORECARD 2025-26

The table below provides a status update on the objectives set by the SAA National Committee for the 2025-26 membership term.

Objective	Status
Build the portfolio of NPAS-accredited properties to 50 by the end of 25/26.	Currently 48 accredited properties in the portfolio.
Build NPAS representation on websites and in marketing material promoting NPAS-accredited properties as their clear and consistent accommodation message amongst education providers.	Study Australia, Study Adelaide, Study NSW and Study Melbourne promote SAA member properties and NPAS accreditation as their accommodation message to a global audience.
Broaden SAA’s executive membership base across all categories with a focus on universities.	There are currently 22 executive members.
Continue to engage with prospective corporate and event sponsors.	SAA continued partnership with StarRez, Constant Security, SiLANT and Study NSW.
Activate Regional Groups through Executive Membership in Victoria, NT, ACT and Tasmania.	Over the past year, SAA ran a series of regional network events in Sydney, Melbourne, Adelaide, and Brisbane.

NATIONAL COMMITTEE OBJECTIVES 2026-27

The National Committee’s objectives for the new term will be to:

- Build the portfolio of NPAS-accredited properties to 60 by the end of the term.
- Build NPAS representation on websites and in marketing material promoting NPAS-accredited properties as their clear and consistent accommodation message amongst education providers.
- Increase SAA’s executive membership to 30 with a focus on universities.
- Continue to engage with prospective corporate and event sponsors.

The SAA National Committee continues to encourage member feedback and ongoing participation in the association’s business agenda. [Email SAA HQ](#).